



IOM International Organization for Migration
OIM Organisation Internationale pour les Migrations
OIM Organización Internacional para las Migraciones

FINAL REPORT ON IOM'S COUNTER-TRAFFICKING ACTIVITIES FUNDED BY USAID SERBIA

(Awareness-Raising Information Campaign; Regional Clearing Point; Return and Reintegration for Victims of Trafficking; Transition House for National Victims)

Executing agency:	International Organization for Migration (IOM)
Project partner agencies (or national counterparts):	Non-governmental organizations; International Organizations; relevant Ministries as well as the National Coordinator to Combat Trafficking in Human Beings
Geographical coverage:	<ul style="list-style-type: none">• Republic of Serbia• Albania, Bosnia-Herzegovina, Bulgaria, Croatia, Kosovo, Macedonia, Moldova, Romania, Serbia & Montenegro (for the RCP project)
Project management site:	IOM Belgrade
Target group(s):	<ul style="list-style-type: none">• Victims of Trafficking• Potential Victims of Trafficking• Counter-trafficking organizations
Reporting period:	27 September 2002 – 31 December 2005

SUMMARY

During this reporting period thanks to the generous support of USAID Serbia, IOM continued carrying out comprehensive counter-trafficking activities to prevent the phenomenon and protect its victims. An anti-trafficking awareness-raising campaign was carried out in cooperation with Beosupport, a local NGO, throughout Serbia, and the return and reintegration program and shelters continued providing victims with safe accommodation and tailored assistance while the Regional Clearing Point (RCP)¹ focused on the collection and analysis of national and regional trafficking data (including trafficking patterns, recruitment practices, routes and victim profiles), the number of identified and assisted trafficking victims in the region, and the assistance and protection programmes currently underway in the region for trafficking victims. Other critical areas of RCP focus included support toward the development of appropriate victim services (i.e., shelters, assistance programmes, return and reintegration), and regional information sharing and exchange on victim protection and assistance efforts.

¹ The RCP's Second Annual Report on Victims of Trafficking in Southeast Europe was officially released on September 16, 2005. The full online version of the Report can be viewed at: http://www.iom.int//DOCUMENTS/PUBLICATION/EN/Second_Annual_RCP_Report.pdf.

A. PREVENTION

I. COUNTER-TRAFFICKING INFORMATION CAMPAIGN

1. PROJECT DESCRIPTION

The purpose of this 11 month project was to plan and implement a counter-trafficking campaign to raise awareness amongst young women and girls on trafficking risks and possible assistance mechanisms developed to assist actual victims of trafficking in Serbia. The NGO Beosupport as the executing agency conducted a pre-campaign survey to determine the degree of awareness on trafficking issues amongst young women and girls between 16 and 26 years of age. In the second phase, Beosupport designed and disseminated info-campaign materials such as brochures, leaflets, posters, TV spot and radio jingles to the target groups. Simultaneously a series of discussion tours on human trafficking were carried out in schools in Serbia. In the final phase a post-campaign evaluation was carried out and a related report was produced.

2. RESULTS

- A survey on trafficking perception/awareness among young women and girls in Serbia conducted;
- Information campaign targeting potential victims and victims of trafficking, relevant government officials and NGOs developed and implemented in Serbia;
- Methodology on how to conduct workshops/discussion tours developed;
- Objective and accurate information on human trafficking provided in a sustainable and continuous manner through national and local structures;
- Awareness and perception of trafficking realities and risks of irregular migration increased among the young women and the personnel of public institutions (especially schools);
- Mechanisms for the referral of potential and actual victims of trafficking provided to the large population of youth and teachers;
- Awareness on risks of trafficking raised amongst the youth as well as capability to recognize such risks;
- Awareness on consequences and recruitment methods raised as well as information on scholarships and further education abroad;
- 20,000 leaflets in Serbian distributed as well as 5,000 in Roma language and 5,000 in Albanian;
- Production and broadcasting of a TV spot on human trafficking and several radio shows on the phenomenon;
- 4 articles on human trafficking published in the national newspaper "Blic";
- Publication of a cartoon strip in "Politika Zabavnik".

3. ACTIVITIES

Preparatory Phase

Research Activities: Baseline survey

Prior to information dissemination, BeoSupport conducted a preliminary survey on representative population samples to investigate the actual perception and degree of awareness about trafficking amongst the young population in Serbia. The data collected during this exercise also served as a point of comparison against which changes in perception and programme impact could be measured upon programme completion.

Identification of Implementing Partners and Drafting of the Information-Dissemination Strategy

The strategy specified the project's overall message(s), its target audience(s) and the specific format in which the information could best be packaged and transmitted to the target group. Campaign messages and information materials were tested for feedback among the targeted audience prior to dissemination to ensure that campaign messages were clearly understandable.

Implementing partners on this Project constituted of a network of partners and government structures including schools, technical and vocational institutions, universities, national and regional employment centres, youth centres, and all the partners of the National Team for CT (NGOs, IOs and Government Ministries).

Information Dissemination

Design, Produce and Distribute Brochures, Posters, Leaflets and Other Outdoor Media

Basic-facts Brochures: Brochures provided information on the program activities and the realities of trafficking including most current recruitment methods, risks (HIV, STD and other health issues) and most probable consequences (exploitation, isolation and hardship). Distribution was carried out through the networks of partners and government structures including schools, technical and vocational institutions, universities, national and regional employment centers, and youth centers. The brochures were printed in Serbian (20.000 p.), Albanian (5.000 p.) and Roma (5.000 p.) language.

Other Printed Media: A four-page leaflet was also created by the Serbian Weekly 'Politikin Zabavnik' and produced in Serbian (30.000 p.), Albanian (5.000 p.) and Roma (5.000 p.) language. These materials presented a high-impact message warning of the risks of trafficking and provided contact details for obtaining further information or assistance. Distribution was carried out through the networks of partners and government structures including schools, technical and vocational institutions, universities, national and regional employment centres, youth centres, and all the partners of the National Team for CT.

Educational posters: Posters were distributed to institutions with outreach potential such as: schools, universities, social institutions and the other partners of the National Team for CT (NGO, GOs and IGOs). This specific Project activity was supported by the Save the Children Fund.

Radio/Television Announcements, Spots and Programmes: Television and radio spots were produced in collaboration with national and/or local TV and radio stations. These programs provided realistic information on various migration issues, simple practical advice. TV and Radio spots were broadcasted between the first and the second article published in the Daily newspaper 'BLIC'. During the 6 months broadcasting period, a TV spot was released daily, 7 days in a row, on 2 TV stations (1 state TV and 1 Children TV). A state Radio ('Program I') also broadcasted one Radio show on human trafficking once per week for a month. The radio show was broadcasted at the most appropriate time suggested by a Radio expert in order to reach the target group. Program I of the state Radio covered the entire territory of the Serbia and Montenegro State Union. The TV spot was also used during youth seminars and peer education trainings.

Articles in Newspapers, Magazines and Other Printed Media: Columns were produced to provide information on trafficking issues. Four articles were published in the daily newspaper 'BLIC' with a wide circulation (160.000 p.). The article were published on the editorial pages of the paper not in the section dedicated to advertisements and commissioned articles. The four articles were correlated to the brochure.

Four quarterly papers were published in the weekly magazine 'Politikin Zabavnik' with wide circulation of 25.000 p. All four periodical papers provided information on the risks of trafficking and existing assistance services available in the country. This specific Project activity was supported by the Save the Children Fund.

Awareness Raising Discussion Tours

Discussion tours were organized in schools and other institutions dealing with women and girls to increase their awareness of trafficking. Furthermore, these discussion tours were designed to assist teachers and school personnel in their professional role through greater understanding of the problem of trafficking. Discussion tours comprised of informative meetings, round-tables and debates of other interactive means to discuss and exchange information on trafficking and available solutions to this problem. This Project activity was supported by the Save the Children Fund.

Press Conference on Trafficking Issues

A press conference was organized in cooperation with the other members of the Serbian Counter-Trafficking National Team in order to brief the media on project activities.

Follow-Up Survey and Evaluation of the Impact of the Campaign

A follow-Up Survey evaluated the actual impact of the campaign on the target population taking into account the results of the Baseline Survey carried out in the Project's initial phase. It served as a point

of comparison against which changes in perception and program impact were measured. The impact of the campaign were evaluated by a Professor of Sociology specialized on human rights and also by the anti-trafficking team of the Serbian police. The results of the pre and post campaign survey were compiled in a full report and disseminated amongst service providers, youth organizations and other partners of the National Team.

II. REGIONAL CLEARING POINT

1. PROJECT DESCRIPTION

At the request of the Stability Pact Task Force on Trafficking in Human Beings, the Regional Clearing Point (RCP) was established to undertake research and to document efforts made to promote comprehensive, appropriate and well-coordinated victim assistance and protection programmes for South Eastern Europe.

The objective of the RCP was to contribute to and ensure high-quality protection and assistance services to trafficking victims through the collection, analysis and cross-referencing of national and regional data on the trafficking phenomenon and the victim assistance and protection programmes currently in place. This was done through the establishment of RCP as a regional programme with strong relationships with government and civil society counter-trafficking actors.

The role of the RCP was twofold. It had an overarching regional dimension while simultaneously contributing to and engaging in local/national contexts and programmes. Such an approach ensured both a micro and macro approach to all relevant aspects of the phenomenon of trafficking in human beings in the region, as well as victim assistance and protection programmes. Further, this dual role enabled both vertical (from local/national to regional) and horizontal (local to local and inter-regional) mobility of information, experiences and practices, all of which were geared towards the identification of the most effective, appropriate and victim sensitive standards for protection and assistance.

2. RESULTS

In order to achieve its overall objective, the RCP undertook activities toward the following results:

- Development and implementation of standardised tools for the collection of individual victim profiles related to the full scope of their trafficking experience;
- Development and implementation of a statistical database for the collection and analysis of individual trafficking victim profiles;
- Identification and establishment of regular contact and information exchange with key players - both governmental and non-governmental - in South Eastern European countries including the dissemination of RCP research and resources;
- Establishment of a comprehensive resource centre of anti-trafficking information from the region including reports, publications, research studies, project descriptions, relevant laws and practices;
- Establishment of the RCP as a programme with regional knowledge on trafficking and counter-trafficking efforts and particular expertise in the area of victim assistance;
- Publication of the First Annual Report on Victims of Trafficking in Southeast Europe in October 2003
- Publication of an annotated guide to improve communication and strengthened networks among key actors.
- Publication of the Second Annual Report on Victims of Trafficking in Southeast Europe in November 2005.

3. ACTIVITIES

Since October 2003, the RCP undertook a variety of activities both at the regional and national levels:

3.1 Development and Implementation of Standardised Data Collection and a Database

The RCP developed and implemented a standard questionnaire for data collection about individual victim profiles to be collected from service providers throughout the region. Using this criterion, the RCP compiled individual victim profiles from cooperating organisations in each of the project countries. This standardized criteria forms the basis for the current RCP research. As importantly, the criteria will be the basis for the RCP's future data collection on victim protection services.

In addition, the RCP developed a statistical database for the storage and analysis of individual victim profiles collected from service providers. Data was cross-referenced between service providers to avoid duplication and then entered into the database.

3.2 Field Research throughout the Region

During three to five day fact-finding missions in each of the ten project countries, RCP staff collected and compiled up-to-date information on the availability of quality assistance and protection programmes, and the particularities of different state mechanisms (legal, health, social-services) relevant for foreign and national victims in South Eastern European countries. Activities included meetings with key governmental, non-governmental and international actors and direct service providers as well as comprehensive site visits to service facilities.

In addition, information was gathered about the total number of victims receiving assistance in the region at both the national and regional level, as well as on individual victim profiles (i.e. individual characteristics, recruitment, transportation, trafficking experience, identification). This process included the analysis and cross-referencing of information from a range of regional stakeholders toward comprehensive, accurate and verifiable trafficking data and victim information. Follow-up interviews and correspondence were also conducted by RCP staff to ensure accurate, reliable and verifiable data.

In its second phase, the RCP research accessed data about the trafficking situation and victim assistance programmes from 130 different counter-trafficking organizations, both governmental and non-governmental. Of this number, more than 40 were service provision organizations that also shared information regarding numbers and profiles of assisted victims.

Field research was essential in establishing contacts with regional counter-trafficking actors and governmental bodies. These contacts are the basis for regular information sharing and gathering and will act as important partners in all future research activities.

Finally, through the field research RCP staff collected numerous counter-trafficking resources (i.e. research, reports, good practices, press articles and legislation), which currently make up the RCP resource centre and are available to all stakeholders.

3.3 RCP's Second Annual Report

On the basis of data collected across the region, the RCP's Second Annual Report on Victims of Trafficking in South Eastern Europe was prepared. The report includes a Regional Overview as well as nine Country Reports. The regional summary provides verified figures on the number of victims identified and assisted in the region, an overview of the forms of trafficking in the region and regional trafficking trends. The individual country reports are divided into three components: 1) verified figures regarding the number of trafficking victims identified and assisted in the country; 2) an analysis of victim profiles; 3) an assessment and analysis of assistance and protection mechanisms currently underway in the region including an identification of gaps in victim assistance and protection.

The report was released in September 2005².

3.4 Networking and Information Sharing

In the process of conducting its research, the RCP met with and built strong relationships with a range of governmental and non-governmental actors working to counter trafficking in the region. In its second phase, the RCP research accessed data about the trafficking situation and victim assistance programmes from 130 different counter-trafficking organizations, both governmental and non-governmental. Of this number, more than 40 were service provider organizations that also shared information regarding numbers and profiles of assisted victims. These relationships are a critical first

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step in all information gathering and research. These contacts will be further accessed and nurtured to ensure continued research cooperation, to maximize the expertise available to the RCP and to promote standardised, quality victim assistance. In addition, the RCP encourages and initiates direct contacts between service providers in the region, especially between service providers in destination and origin countries.

In its information-sharing/networking role, the RCP developed the 'Annotated Guide to Counter-Trafficking Resources', which was intended as a resource for counter-trafficking actors. The guide was disseminated in January 2005 to more than 220 counter-trafficking actors in the field. The guide will also be published in the forthcoming Trafficking Watch Newsletter which will augment its reach and distribution.

Finally, in the course of its work, the RCP gained recognition of its expertise in the area of victim assistance and protection in the South Eastern European region. As a result, various organizations and actors sought the technical assistance and advice of the RCP when developing their programmes, conducting research, and undertaking advocacy efforts.

3.5 Augmentation of RCP Resource Centre

The RCP established itself as a regional resource centre on the subject of victim assistance and protection as well as on counter-trafficking more generally. To realise its role as a resource centre, the RCP created the regional Counter-Trafficking Resource Centre which contains over 1100 counter-trafficking documents, including project descriptions, research reports, relevant laws, prevention programmes, press articles and good practices from the region. These documents were made available to all interested parties and the RCP responded to requests for information and resources by helping access and mobilize this resource centre.

4. CONSTRAINTS AND ACTIONS TAKEN

The RCP faced some obstacles in securing funds for the second phase of the programme. The funds received from other sources in addition to Austrian funds have allowed the research to proceed at a rapid pace with all 10 project countries visited within this reporting period. These funds contributed toward an enlarged regional role of the RCP including increased engagement with regional actors, both government and civil society.

Another development has been the dissolution of the Stability Pact Task Force on Trafficking in Persons, which provided policy guidance over the course of the project and to whom the RCP reported. In spite of this change the RCP has continued with the research as advised with the SPTF and will publish its second annual report in April 2005. In this transitional phase the RCP programme expanded its relationships and contacts with actors in the field toward its expansion as a regional institution. There are currently discussions underway within IOM and with other institutions to further entrench the work of the RCP through the establishment of a regional research institute – the Nexus Institute – of which RCP would be one programme.

5. CONCLUSIONS

The RCP established itself as an institution capable of providing guidance and expert advice in the counter-trafficking domain, particularly in the area of victim protection and assistance. Most importantly, it concretely contributed to methodologically sound research on trafficking victims in the region, with particular attention to their profiles and services required.

As evidence of its established role, numerous NGOs, government and international organizations in the region seeking to enhance their counter-trafficking activities requested RCP expertise and information on best practices and quality standards in the area of shelter, and return and reintegration services

B. PROTECTION

I. RETURN AND REINTEGRATION

1. PROJECT DESCRIPTION

Since 2001, through its regional network of field offices, and in direct collaboration with NGOs, state authorities of source, transit and destination countries and other international agencies, IOM has been facilitating the return and reintegration of foreign Victims of Trafficking (VoT) to their countries of origin and supporting national victims in the process of their reintegration upon return to Serbia. It is comprised of several steps:

- Pre-departure Preparation (information, medical screening, counselling),
- Travel Coordination (travel documents, travel arrangements, escort and transit assistance)
- Post-Arrival Assistance (reception of victim, referral to further assistance)

IOM carries out its activities in collaboration with local and international partners in order to make the return process more efficient, less traumatic and safer for the victims.

In an effort to address the root causes of trafficking, so as to minimize the possibility of re-trafficking, IOM offers reintegration assistance to national victims, generally counting on local NGOs. Upon entering a reintegration programme, beneficiaries are assigned a coordinator whose task it is to facilitate the process by identifying specific needs, interests and capabilities and developing a personalized reintegration plan. Reintegration support includes medical and psychological assistance, counselling, support in employment search, in organizing leisure time, in identifying vocational training courses, job referral, to ensure victims can better reintegrate into their communities. The length of the reintegration component varies, according to beneficiaries and their individual needs.

In some cases, for foreign victims required to remain for an extended period in the shelter, reintegration activities are available. This is especially the case when the victim opts to press charges against the traffickers.

The IOM Counter Trafficking Module Data Base (MIMOSA) also facilitates the gathering of detailed data on the profiles of assisted victims as a valuable resource for the project implementation, development and refinement.

2. RESULTS

Over the period 27 September 2002 – 31 December 2005, IOM Belgrade assisted 113 victims of trafficking. Of the 113 victims assisted, 53 national victims received reintegration assistance while 60 foreign victims benefited from pre-departure and return assistance.

Twelve out of the total number of foreign victims who received assistance were temporary residence permit (TRP) holders. Of these 12, two obtained prolonged stay permission under the 6-months TRP, as they decided to remain in Serbia for some longer period of time, participating at different reintegration programs.

In the last Quarter of the reporting period, the Special Department of the Belgrade District Court reached a decision on a THB case proclaiming the suspected guilty. In this case two foreign victims appeared as damaged parties and their testimonies were filmed before they were repatriated home. The victims needn't be present in the Court during the main hearing as the board of judges used filmed testimonies, mobile phones recorded conversations between the suspects and other evidence. The four suspects are sentenced to eight, six, four and three years of imprisonment and their property is confiscated.

A statistical overview of victims assisted and types of assistance delivered in the reporting period is given below.

Total Assisted Caseload

<i>National</i>	<i>Foreign</i>	<i>Total assisted</i>
<i>53</i>	<i>60</i>	<i>113</i>

Assisted VoT by Nationality (Foreign Victims)

<i>Bulgaria</i>	<i>Romania</i>	<i>Moldova</i>	<i>Ukraine</i>	<i>Russia</i>	<i>Iraq</i>	<i>Georgia</i>	<i>Congo</i>
<i>1</i>	<i>16 + 1 child*</i>	<i>23</i>	<i>16</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>1</i>

Assisted VoT by Age

<i>Above 18</i>	<i>Minors</i>
<i>78 + 2 children*</i>	<i>35</i>

Assisted VoT by Type of Assistance

<i>CAFV shelter</i>	<i>Reint./Family</i>	<i>Reint./T.H.</i>	<i>Reintegration Child Centre</i>	<i>Return/repatriation</i>
<i>85</i>	<i>42</i>	<i>14</i>	<i>1</i>	<i>50</i>

*Refers to the victims' children, not trafficked minors.

3. ACTIVITIES

a. Reintegration assistance

Reintegration assistance is envisaged as continuing long-term support to nationals who have fallen victim to trafficking. In order to prevent their re-victimisation, this component was designed with the aim to strengthen and build the personal capacities of victims. This helps in enabling their sustainable integration in society. The reintegration program is tailored to address the specific needs of each victim and includes individual counselling.

National victims benefiting from the reintegration program are offered individual and group counselling, medical, legal and educational assistance. Since the needs of each victim differ, services provided by IOM range from assistance with high school entry exam and provision of personal mentor, to coverage of medical treatment that cannot be provided under the social welfare scheme.

b. Pre-departure assistance

Pre-departure assistance focuses on physical and psychological stabilisation of victims while in the shelter. The needs of each of the victims are established through an in-depth interview upon their arrival at the shelter, counselling, psychological assistance and medical assistance. Return assistance is also provided so that a victim can return home safely. IOM liaises with its network of offices and with local actors to offer reintegration assistance in the victims' country of origin to mitigate risks of re-trafficking.

4. CONSTRAINTS AND ACTIONS TAKEN

a. Constraints

The principal challenge encountered in the reporting period was related to the lack of the victims' legal status in the Republic of Serbia which, limiting their movement outside the premises. Through its Regional Temporary Residence Permit Programme, IOM was able to address this particular concern. In line with the principle that victims' freedom of movement should be restricted but not denied, several meetings were held at IOM's initiative with other members of the National Anti-Trafficking Team, to

discuss re-defining the victims' freedom of movement limitation criteria. The meetings resulted in the following conclusions and recommendations:

- The Anti-trafficking Police Unit must pass the information about the security status of every victim in the IOM programme to the State Agency for Coordination of Victim Protection; and
- The Coordination Agency is obliged to share this information in the form of a security assessment with IOM's counter-trafficking programme staff and the relevant shelter staff. The assessments should serve as a basis for the creation and implementation of individual reintegration plan and return procedure.

Another obstacle is the fact that the Transition House located in Belgrade is the only facility welcoming victims of trafficking in the Republic of Serbia and is sometimes located far away from victims' home communities. To overcome this problem and fulfil the wish of some victims to reintegrate close to home, IOM is cooperating with local NGOs and centres for social work close to victims' homes so that the victims can engage in vocational training and receive psychological support and any other kind of assistance needed close to home. It has been shown that in cases when the victim can reintegrate in the home community, the outcome of the program is much more positive since the victim does not have to spend many months in Belgrade and then move back home. IOM keeps close contacts with the victim and the local person in charge of the reintegration program to ensure the reintegration process goes as planned. Also, NGO ATINA became engaged in coordination of the reintegration activities of all and not just sheltered identified victims of trafficking

II. TRANSITION HOUSE FOR NATIONAL VICTIMS OF TRAFFICKING

1. PROJECT DESCRIPTION

The Transition House Facility in Belgrade was established in March 2004 under the USAID-IOM grant program. Reintegration assistance for national victims attempts to tackle root causes of trafficking and aims to minimize risks from potential relapse by boosting each former victim's self-confidence and motivation to integrate into productive life.

IOM counts on the local NGO partner ATINA for the direct delivery of assistance, but remains actively involved through all stages of individual victims' reintegration. The Transition House creates a framework which provides national victims with the opportunity to gradually reintegrate into society by reassuming and sharing responsibility in the management of their daily life (e.g. taking turns in performing simple tasks such as cooking, cleaning etc.).

Following an initial assessment by the national Agency for the Co-ordination of Protection of Trafficked Victims, victims who wish to participate in a reintegration program are referred to the Transition House, after having had an opportunity to stabilize and receive initial assistance in the CAFV shelter. Upon entering the reintegration program, a coordinator who helps identify specific needs and aptitude/potential in cooperation with the psychologist, counsellors and specialized IOM staff and their task is and their task is to facilitate and guide this process by identifying specific needs, interests and capabilities and structuring the reintegration plan accordingly. Reintegration support includes medical and psychological assistance, counselling, support in employment search, in organizing leisure time, in identifying vocational training courses and job referral. Services provided by IOM range from assistance with the high school entry exam and provision of a personal mentor, to coverage of medical treatment that cannot be provided under the social welfare system.

2. RESULTS

Since the Transition House opened in July 2004, it has assisted 14 victims of trafficking – 12 national and 2 foreign, holders of TRP, since the programme is aimed to develop and implement long-term assistance individual plans for every particular victim, concerning their specific needs.

3. ACTIVITIES

Throughout the reporting period, all regular activities under the Grant Program progressed smoothly.

The activities of the Transition House are divided into two categories - general and individual. General activities include core Transition House activities - everyday life dynamic and various joint activities, as well as provision of medical, physiological and legal assistance in general. Individual activities include assistance to every victim in particular and will be tailored according to their individual needs. The following activities have been performed in the reporting period:

- Regulation of the Transition House's operational rules
- Provision of accommodation and food
- Organization/management of daily activities in the Transition House
- Creation of the individual reintegrating plan
- Counselling services
- Psychological assistance
- Legal assistance
- Medical assistance
- Organization of general educational activities
- Special counselling on economic empowerment
- Assistance in the realization of certain aspects of the reintegration programs (education, social assistance, employment)
- Counselling and assistance with employment search
- Provision of assistance in administrative matters, such as obtaining personal ID, passport, working ID card, health insurance, etc.
- Implementing economic empowerment programme and organizing theatrical workshops (Annex I)
- Establishing cooperation with international organizations/institutions dealing with income generating projects. The objective is to create economic independence by providing access to small grants, through micro loans or equipment acquisition, depending on future victim's activities.

In August 2005, two Ukrainian victims holders of 3-months TRPs received 6-months TRP and remained in the assistance programme of the Transition House. The two foreigners successfully completed vocational training course in the reporting period and intend to pursue advanced Serbian language course in the coming month.

In the scope of the economic empowerment pilot activity developed for Transition House beneficiaries, web-master workshops have been completed. The web site created by mentors and beneficiaries will be released in early May 2006. In the scope of the same activity, theatrical workshop "Place" has ended, as well as training programmes and seminars on the economic empowerment targeting identified victims of trafficking, not exclusively Atina/Transition House programmes beneficiaries.

In the last reporting quarter, Atina/Transition House reintegration programme has widened its scope to assistance provision to the beneficiaries not necessarily sheltered within the Transition House.

NGO ATINA and CAFV shelter staff attended an IOM regional training in Kiev in September 2004 that was supported by Sida. In December 2004, NGO ATINA and CAFV shelter staff participated in the "Change Management and Burn-Out Training" organized by IOM Belgrade for the main actors engaged in countering trafficking (i.e., local NGOs managing the shelters including CAFV, Atina, Montenegrin Women Lobby, OSCE, ASTRA, etc.). This activity was funded through Sida's regional project. In addition, shelters' staff participated in two ADMIRA (Dutch NGO specialized in direct assistance to victims of trafficking) trainings held in Belgrade in 2004 and 2005 under the scope of the OSCE CT activities. The principle subject of ADMIRA trainings was proper referral of the victims and sharing tasks and responsibilities within the referral system.

As part of ongoing activities, ATINA's coordinators, psychologist and lawyer participated in the trainings organized for social workers in an attempt to familiarise social centre staff with the work undertaken at the shelters.

NGO ATINA's coordinator also participated in OSCE's study tour to Holland together with all relevant national actors, such as representatives from MoI, State Agency for Coordination of Victims' Protection, etc.

ATINA's coordinators and activists were very active in public presentations of anti-trafficking issues in Serbia participating in various round tables, public discussions and public campaigns.

On 17 October 2005, CAFV shelter and NGO ATINA representatives participated together with IOM CT staff in basic counter-trafficking raising awareness training targeting national Red Cross Society members. On 03 November 2005, both NGO ATINA and CAFV staff participated at the Red Cross Regional Conference on Counter-Trafficking held in Belgrade, organized in cooperation with the Ministry of Foreign Affairs of the State Union of Serbia and Montenegro.

4. CONSTRAINTS AND ACTIONS TAKEN

In August 2005, two Ukrainian victims holders of 3-months TRPs received 6-months TRP and remained in the assistance programme of the Transition House. The two foreigners successfully completed vocational training course and intend to pursue advanced Serbian language course from January 2006.

In the scope of the economic empowerment pilot activity developed for Transition House beneficiaries, web-master workshops have been completed. The web site created by mentors and beneficiaries will be released in early January 2006. In the scope of the same activity, theatrical workshop "Place" has successfully ended. In addition, trainings for economic empowerment has been organized targeting identified victims of trafficking, not exclusively Atina/Transition House programmes beneficiaries.

In the past quarter, Atina/Transition House reintegration programme has widened its scope to assistance provision to the beneficiaries not necessarily sheltered within the Transition House.

III. COUNSELING AGAINST FAMILY VIOLENCE – SHELTER FOR FOREIGN VICTIMS OF TRAFFICKING

1. PROJECT DESCRIPTION

The Shelter component of the Project aims to provide short-term assistance to foreign victims stranded in Serbia and awaiting return to their countries of origin, as well as those national victims in need of accommodation and assistance while considering their options (i.e., long-term reintegration or another form of assistance).

IOM provides oversight, guidance and capacity building for the shelter staff and monitors all relevant activities, from victim-oriented services to administrative and financial operations.

IOM ensures that beneficiaries hosted in the shelter receive basic assistance in the form of a safe and friendly living environment, food, basic clothing and other necessary supplies. Psychological and medical assistance, as well as legal counselling are also available as required.

Daily life in the shelter follows determined house rules. Beneficiaries take turns in designing the menu, preparing meals, and doing general domestic work. This framework of activity is meant to develop a level of self-support, confidence and the normality of routine.

Beyond the initial critical need to establish a shelter for victims of trafficking in Belgrade, thanks to the sustained funding support by the Government of Austria, IOM has further focused its activities on:

- Securing adequate standards and structures for delivery of assistance to victims of trafficking;
- Building national NGO capacities for managing a shelter and providing an essential framework for victim assistance;
- Fostering institutional arrangements for the referral and treatment of victims of trafficking amongst stakeholders;
- Profiling victims for appropriate counseling, return and reintegration assistance; and
- Delivering direct medical assistance and referral to specialist services.

Those national victims who opt to receive longer-term assistance as well as foreign victims, holders of temporary residence permits (TRPs), are able to join the on-going IOM reintegration programme, which offers assistance, including vocational training, for a return to self-supporting activities for victims.

2. RESULTS

Since the establishment of the shelter, beneficiaries of the project have been offered a range of assistance and support activities aimed at facilitating their psychological and physical recovery. The project has ensured the provision of counselling, basic psychological and medical assistance, social support and legal counselling to victims of trafficking, and remains an integral part of IOM's return and reintegration activities as well as an essential component of IOM's overall counter-trafficking (CT) framework in the Republic of Serbia.

Statistics

Throughout the project period, the shelter assisted a total of 85 women (with 2 children) and children victims of trafficking.

A statistical overview of assistance provided within the shelter project by each reporting period is provided in the tables on following page:

CAFV Shelter: Assisted VoT by Nationality

<i>Serbia</i>	<i>Romania</i>	<i>Ukraine</i>	<i>Moldova</i>	<i>Russia</i>	<i>Bulgaria</i>	<i>Albania</i>	<i>Georgia</i>	<i>Iraq</i>
<i>35+1child</i>	<i>17+1child</i>	<i>11</i>	<i>13</i>	<i>2</i>	<i>1</i>	<i>1</i>	<i>4</i>	<i>1</i>
								<i>Total</i>
								<i>85 + 2 children</i>

Support to the Shelter

IOM continues to support the shelter facilities and staff. IOM has directed project funds to essential equipment and furnishings at the facility. Staff is supported with guidance on interaction with and support to victims, and also receive psychological counselling as part of a stress management component for a healthy and productive work environment with victims of trafficking.

Training of Shelter Staff

The capacity of the shelter staff to assist victims of trafficking was strengthened through provision of training on daily management of the shelter and assistance to victims. In the reporting period one of the initial trainings was organized by IOM and implemented by LEFO – Austrian NGO specialized in CT.

Framework for Victim Assistance

As an integral part of Serbia's referral mechanism for identified victims of trafficking, the shelter is an established part of victims' assistance in Serbia. It offers protected and secure environment to victims who are returning to, transiting or departing the Republic of Serbia.

Educational and Creative Workshops

In order to broaden the scope of daily activities and improve the quality of time spent in the shelter, shelter counsellors organize educational and creative workshops several times per week.

Medical Interventions

While in the shelter, IOM ensures that all victims receive proper medical assistance, which includes a visit from an IOM doctor, a full medical check-up and lab tests (with the victim's authorisation only) and referral to specialists, if warranted.

3. ACTIVITIES

Throughout the reporting period, all regular activities under the project progressed smoothly. The shelter beneficiaries were offered a choice of assistance and support options to aid in their psychological and physical recovery. These have included:

- *Admission and on-arrival assistance:* Upon arrival in the shelter, victims are offered introductory information and asked to sign an admission form. Victims then receive a clothes package and hygiene kit. Following arrival, the shelter coordinator contacts IOM's project assistant who conducts an interview and begins to organize the return arrangements including procurement of travel documents, plane tickets, etc. Once the general physical and psychological condition of the victim has stabilised, preliminary counselling is arranged. The aim of the counselling is to gain a better understand of the victim's circumstances and gauge her needs and wishes. Victims also receive relevant information regarding possible assistance options through counselling.
- *Counselling:* Two types of counselling are available to the victims from the shelter's full-time counsellors: general counselling, which consists of group discussions on topics chosen by the beneficiaries; and individual counselling or tutoring where each beneficiary is assigned a counsellor as a tutor.
- *Medical care:* While in the shelter, IOM ensures that all victims receive proper medical assistance, which includes a visit from an IOM doctor, a full medical check-up and lab tests (with the victim's consent only and accompanied with the pre-testing counselling carried out by the IOM doctor) and referral to specialists, if needed.

- *Educational and creative workshops:* In order to broaden the scope of daily activities and improve the quality of time spent in the shelter, shelter counsellors organize different educational and creative activities several times per week. One such workshop is dedicated to the problem of trafficking in general. Beneficiaries can exchange their experiences, and are given information on counter-trafficking efforts and available assistance in their country of origin. Other available educational activities include language and computer classes.
 - Once or twice per week, a session aimed at providing information on health/hygiene issues and relevant preventive and curative measures is organized. Informational brochures in Serbian and in foreign languages on issues such as alcoholism, drug abuse, sexually transmitted diseases, etc. are handed out during these lessons.
 - Creative workshops are delivered by the shelter staff. Their primary aim is to reduce consequences of the Post Traumatic Stress Disorder and they have proved to have a beneficial psychological healing effect on the victims. Creative workshops include pottery, drawing and knitting. All the items made in the workshops are displayed in the shelter. In addition to these workshops, a sewing course is offered three times a week. This has been the most popular skills-oriented activity in the shelter so far. Apart from making their own clothes, beneficiaries have made curtains, bed sheets, tablecloths, etc. for the shelter.
- *Psychological support:* Professional psychological support at the disposal of the victims who may need it.
- *Legal counselling:* Victims receive basic legal counselling to inform them about their rights and obligations under the national legislation.

4. CONSTRAINTS AND ACTIONS TAKEN

In addition to the care and support to the victims, IOM's programme framework has provided for modest infrastructural improvements to the shelter facility and for consistent capacity building of the shelter staff. Vital to the shelter's sustainability is the capacity of its staff to manage it and maintain the standards of care according to international norms and best practices. Recognising this, IOM has been providing guidance and sharing its knowledge with the local NGO partners on a range of topics from interaction with the victims to administrative and financial rules and procedures. Network building and cooperation remains among all relevant actors and is just as important for a comprehensive and efficient response to trafficking. CAFV and NGO ATINA shelter staff participates in all meetings of the National Anti-trafficking Team.

The lack of coordination and information-sharing between the two shelters also appeared to hinder programme activities. In an effort to stimulate communication and foster a spirit of partnership among programme implementers, IOM organized a coordination meeting which resulted in several proposals for joint activities (i.e., staff meetings, self-support groups for beneficiaries from both shelters, common thematic meetings (such as mental health issues, facilitated peer education and development of future projects).

In view of the fact that unemployment in Serbia³ remains a significant concern and given that most victims have neither formal qualifications nor professional experience for gainful employment, the NGO ATINA has proposed to introduce a completely new set of economic empowerment activities into individual reintegration programmes for victims in the Transition House, but which are also available to beneficiaries of IOM's programmes, such as the victims of trafficking from CAFV shelter.

During the reporting period, Government of Serbia has not shown interest in supporting the shelter facilities beyond its institutional support. On 21 September 2005, IOM initiated a letter addressed to the Government Council seeking their assistance in providing financial government support for the shelter facilities, obtaining previously OSCE Mission in SaM support. This letter was sent to six Government of Serbia Ministers, members of the Council, the National Coordinator for CT, the state Agency for Coordination of Victim Protection and NGOs managing the Shelter and Transition House. Following this letter, IOM received a letter of assurance from the National Coordinator for CT

³ The official unemployment rate in Serbia reaches nearly 30% i.e. one million people. Source: *Poverty Reduction Strategy Paper for Serbia, Belgrade*

confirming that this issue had been discussed in bilateral meetings with each ministry and that all actors are acknowledging the need for firm government commitment on this issue.

CONCLUSIONS

The generous support of the USAID has enabled IOM to pursue and further its counter-trafficking activities, most notably in the area of direct assistance to victims returning to their countries of origin or re-starting their lives in Serbia with the activities and capacities of CAFV shelter for short-term assistance.

Given the higher number of victims assisted in Serbia and participating in IOM-supported programmes particularly in the last six months of the reporting period, efforts invested over the past few years have clearly lead to an increased understanding of the complexity of the issues involved and to the need for continued improvement of local skills and knowledge in this field. As a result, victim identification, referral and direct assistance activities have become more efficient and transparent and are steadily improving.

CAJV and ATINA shelters, offering a secure and protected environment and numerous assistance mechanisms, have become an integral components within the broader anti-trafficking framework in Serbia. The diversification of activities to meet differing needs of trafficked victims, while generally a positive development, has posed some challenges that remain to be tackled in the future.

While much has been accomplished in reversing negative attitudes and social stigma associated with trafficking, issues of socio-economic empowerment and inclusion remain crucial to the long-term success of all counter-trafficking efforts. Supportive and caring community environments, along with positive and viable state policies could create a favourable context for the fulfilment of counter-trafficking objectives in the long run.

Through its ongoing and future programming, IOM will stay actively engaged in seeking durable solutions toward the integration of trafficked women with emphasis on economic empowerment. While continuing to lobby for positive change in state policies and more committed government response, as well as maintaining a pro-active attitude in addressing the causes and consequences of trafficking in human beings, IOM will also reach out to the local communities to mobilise all relevant actors for a more vigorous, concerted and proactive response to trafficking prevention, protection and prosecution.